Amendments to the Claims:

This listing of claims replaces all prior listings of claims:

Listing of Claims

1. (Currently Amended) A ~~computer-implemented~~ method for detecting user satisfaction, the method being performed by execution of computer readable program code by at least one processor of at least one computer system, the method comprising:

monitoring, using the at least one processor, an interaction between a user and a computer ~~using~~ via an acquisition module on the computer that tracks user actions, the monitoring generating a user interaction log describing at least one interaction between the user and the computer, the monitoring identifying an application script based on an interaction included in the user interaction log, the application script created by (i) defining action sequences, (ii) assigning a utility value to each action sequence, (iii) developing a script of action sequences for an application, and (iv) storing the script of action sequences for the application;

comparing, using the at least one processor, the monitored interaction with a baseline value to determine a loop in the interaction, wherein the loop is a deviation from baseline; ~~and~~

determining, using the at least one processor, a value for user satisfaction using the deviation; and

~~using the deviation to determine a value for user satisfaction~~

providing data characterizing the user satisfaction for user satisfaction analysis for display to a system administrator or an expert system.

2. (Canceled).

3. (Currently amended) The method of claim 1 [[2]], wherein comparing further includes:

assessing a penalty for every loop in the user interaction log.

4. (Currently Amended) The method of claim 1 [[2]], wherein generating the user interaction log includes:

retrieving a user session with an application;

parsing the user session for action sequences;

preparing the user interaction log; and

storing the user interaction log.

5-8. (Canceled).

9. (Currently Amended) The method of claim 1 [[5]], wherein the application script corresponds to expert user actions.

10. (Currently Amended)   The method of claim 1 [[5]], wherein comparing includes comparing the user interaction log to the identified application script.

11. (Original) The method of claim 10, wherein using the deviation includes determining a deviation index representing a deviation between the user interaction log and the application script.

12. (Original) The method of claim 11, wherein using the deviation includes correlating the deviation index to a user satisfaction level.

13. (Original) The method of claim 1 further including assessing the value of the interaction to determine the deviation.

14. (Original) The method of claim 1, wherein comparing includes assessing a severity of difference between the monitored interaction and the baseline value to determine the deviation.

15-30. (Canceled).

31.   (New) A computer system including at least one processor and a memory coupled to the at least one processor, the memory encode one or more programs that cause the at least one processor to perform operations comprising:

monitoring, using the at least one processor, an interaction between a user and a computer via an acquisition module on the computer that tracks user actions, the monitoring generating a user interaction log describing at least one interaction between the user and the computer, the monitoring identifying an application script based on an interaction included in the user interaction log, the application script created by (i) defining action sequences, (ii) assigning a utility value to each action sequence, (iii) developing a script of action sequences for an application, and (iv) storing the script of action sequences for the application;

comparing, using the at least one processor, the monitored interaction with a baseline value to determine a loop in the interaction, wherein the loop is a deviation from baseline;

determining, using the at least one processor, a value for user satisfaction using the deviation; and

providing data characterizing the user satisfaction for user satisfaction analysis for display to a system administrator or an expert system.

32. (New) The computer system of claim 31, wherein comparing further includes:

assessing a penalty for every loop in the user interaction log.

33. (New) The system of claim 31, wherein generating the user interaction log includes:

retrieving a user session with an application;

parsing the user session for action sequences;

preparing the user interaction log; and

storing the user interaction log.

34. (New) The system of claim 31, wherein the application script corresponds to expert user actions.

35. (New) The system of claim 31, wherein comparing includes comparing the user interaction log to the identified application script.

36. (New) The system of claim 35, wherein using the deviation includes determining a deviation index representing a deviation between the user interaction log and the application script.

37. (New)   The system of claim 36, wherein using the deviation includes correlating the deviation index to a user satisfaction level.

38. (New) The system of claim 31, wherein the operations further comprise: assessing the value of the interaction to determine the deviation.

39. (New) The system of claim 31, wherein comparing includes assessing a severity of difference between the monitored interaction and the baseline value to determine the deviation.